

TCHC – BIFAC November 3<sup>rd</sup>, 2021

Item 8M – Change Order (Additional Costs CSU [Club House] Renovation)

I can't fathom for the life of me why the TCHC CSU is consolidating all its resources in the West End when all other TCHC services are being filtered out to the hubs. Why is it that those changing operational needs don't seem to involve more proactive interactions with TCHC tenants? (Attending the hub openings? Attending ongoing community initiatives like Food Banks? Attending sit downs with newly installed tenant reps/committees to discuss security concerns? Even participating on the Community Safety Advisory Committee would be a way to make themselves visible.)

What makes them so “Special”? Especially, when there still hasn't been any attempt by TCHC to define Key Performance Indicators that tell tenants in plain language exactly what the “Special” Constables do.

With respect to this request how many windows are we covering? Exactly how many dry erase boards, markers and erasers does \$35,076.15? (Maybe you should just invest in some chalk board paint, coloured chalk, and wash clothes.) Why the ceiling height adjustment in the dispatch room? (I'm thinking to accommodate a state of the art monitoring system.) What are RCMP Rooms to be used for? This statement indicates a back up emergency generator is needed. Is there already a emergency back up generator and the CSU want another one just in case the original back up generator doesn't work? Why is it that the CSU get expanded shower services in their club house? Who didn't include washroom doors on the

original Scope of Work for this project? Exactly what Bell connections will be utilized at this location? Who is the Permit Fee to be paid to? ... for what? How many CCTV cameras will the CSU club house eventually accommodate? What type of access controls will they have in place?

Other than the Bell connections line of this budget I don't see anything that outlines an IT budget. Is the CSU completely offline with respect to the information technology needs of the rest of TCHC? If so, is it going to remain that way indefinitely? In my opinion, I don't think you can have a holistic approach to tenancy management issues that go beyond just non-payment of rent without being able to reference security reports in a timely fashion. There needs to be a way to highlight trouble/d tenants to ensure that they are receiving the attention they deserve.

I also don't see anything on this request form indicating the cost of body cameras. If we're giving them the gift of a three million dollar Club House they should be prepared to provide the additional transparency and accountability that the body cameras would provide.

Back to my original comment I can't understand why TCHC is consolidating the Community Safety Unit in the West End. I bet if you asked tenants which staff position they missed having direct communication with most in our communities they'd say the Special Constables. Derek was the name of the officer that used to serve Gilder Drive way back when. He knew the community.

There is no hope of the Special Constables of TCHC's

Community Safety Unit knowing our communities as well as the guards did back then. Might as well just take “Community” out of their title... I don't know how much safety they can be instilling in neighbourhoods if they are only operational on a triage basis being reactive and not proactive. So you should probably remove “Safety” from their title as well. As for Unit... Well in police terminology that would refer to a tactical unit. Consequently, TCHC is not running a specialized police unit that are trained to handle situations beyond regular law enforcement capabilities. So you should get rid of the “Unit” portion of their name as well.

Solution - You could host a renaming challenge in the Tenant LOOP before you stage a public opening of these new facilities. (I, for one, hope to be on the invitation list.)

As an aside I notice the mention of the Procurement Awards Committee. In addition, I recently found out about a working group focused on “Food Security”. Exactly how many of these behind the scenes groups exist? How can tenants participate directly? Maybe not so much with the procurement aspects of TCHC but surely with the Food Security one as that impacts our lives directly. Tenant engagement means including us in discussions that matters to us. Tenant empowerment means possibly listening to our explanation/experience of meeting the needs within our own communities and supplying resources to other communities/organizations.